

Team Leader, Parkdale Assisted Living (PAL)

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community.

The Parkdale Assisted Living Services is comprised of the Supportive Housing Programs provided at 20/25 West Lodge and 1447 King Street West and the Assisted Living Program for High Risk Seniors in the proximity of the Supportive Housing Program sites. These programs provide support services to enable seniors to continue to live independently in the community.

The Team Leader, Parkdale Assisted Living Services assists with the co-ordination and delivery of the Supportive Housing/Assisted Living programs which provide in-home support services to frail and/or elderly clients on a 24 hours/day, seven days/week basis.

Responsibilities:

- Assisting with intake, assessment and reassessment and case management;
- Assisting with the development of care plans in conjunction with client/caregivers;
- Maintaining client files client and data base (CIMS);
- Monitoring services provided by staff and give feedback to the Coordinator for evaluation
- Responding and resolving crisis situations;
- Scheduling staff according to clients' needs, confirming schedules with clients; updating schedules and posting schedules at Supportive Housing sites;
- Documenting and recording all changes pertaining to the care of the clients in the service plan and clients' files
- Providing day to day guidance and support to the Senior Home Support Worker and PSWs;
- Assisting the Coordinator in recruiting, orienting, training and monitoring of PAL staff; Responding to Community Agency Notification (CAN) alerts and give direction to the PSWs with regards to client's care. Contact the hospital for follow up and discharge. Maintain the CAN Call Log and update the Case Managers and Coordinator as appropriate;
- Participating in special projects and local community engagement activities;
- Providing backup and support for the Home Support Program on a regular basis as determined by the Coordinator including but not limited to: distributing client service plans and conveying updates to Home Support staff in person or by phone; documenting and reporting incidents, changes, observations regarding clients to relevant sources; following up and resolving any problems;
- Providing afterhours and weekends on-call, on a rotating basis;
- Participating as a team member of the unit and assisting with in-house committees, assemblies, House-wide events, joint initiatives between programs and other activities, providing other related assistance as required;

Internal Job Posting

Qualifications:

- Post-secondary education in a social services, gerontology or related field;
- 2-3 years experience working with the senior population or comparable experience;
- Good understanding of the needs of older adults and their caregivers, or those who are frail, disabled, vulnerable or suffering from mental health issues, addiction or social isolation, within a multi-cultural community;
- Ability to assess clients using InterRAI CHA assessment tool is a strong asset;
- Well-developed skills and experience in needs assessment, crisis intervention, mental health issues and case management sufficient to respond to and resolve staff or client requests, complaints or emergencies.
- **Oral fluency in Cantonese, Mandarin, Portuguese or Vietnamese is required**
- Knowledge of Supportive Housing, Assisted Living and Home Support;
- Experience and ability to train, supervise and orient staff
- Ability to plan, co-ordinate and problem solve in order to ensure the efficient and continuous operation of a 24-hour, 7 days-a-week program and its delivery systems
- Knowledge of the long-term care system and of the range of community based and other professional services available for seniors both in-House and in the community
- Excellent interpersonal skills;
- Computer literate, with knowledge of CIMS database and word processing software is required.
- Ability to work on own and as part of a larger team.
- Excellent English verbal and written skills;
- Driver's license and access to vehicle
- **Note: Required to be available to immediately respond questions/emergencies after-hours and weekends for designated periods of time.**

Status:	Permanent Full Time
Start Date:	ASAP
Hours:	35 per week, (staggered shifts required, including weekend and evening hours)
Rate:	\$25.50 per hour
Unit:	Older Adult Centre
Immediate Supervisor:	Coordinator, Home Support
Posting Date:	December 14, 2018
Closing Date:	December 21, 2018
Note:	West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

Please send resumes by 5:00 pm on the closing date to:

Coordinator, Home Support
248 Ossington Ave.
Toronto, Ontario
M6J 3A2
patriciago@westnh.org

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

A United Way Member Agency